


**GABRIELA SANTIAGO-ROMERO**  
COUNCIL MEMBER, DISTRICT 6

**MEMORANDUM**

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TO: Honorable Colleagues

THRU: Council Member Mary Sheffield, Council President

FROM: Council Member Gabriela Santiago-Romero 

DATE: May 17, 2023

RE: Resolution on DDOT Metrics for Service Improvements

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The Office of Councilmember Gabriela Santiago-Romero has been working with Transportation Riders United (TRU) to raise awareness of DDOT service improvements for residents. As a result, we are submitting the below resolution which is co-sponsored by Council President Mary Sheffield.

Please do not hesitate to contact my office if you have any questions. Thank you.

Cc: Honorable Detroit City Council  
Louise Jones, City Clerk's Office  
Malik Washington, City Council Liaison

**BY COUNCIL MEMBER GABRIELA SANTIAGO-ROMERO AND COUNCIL PRESIDENT MARY SHEFFIELD**

**RESOLUTION REQUESTING MONTHLY METRICS REPORT ON DDOT SERVICE IMPROVEMENTS**

**WHEREAS**, the City of Detroit has allocated \$80 million from the general fund in order to improve DDOT's performance for fiscal year 2023-2024;

**WHEREAS**, the Administration has had difficulty hiring DDOT operators. These difficulties have resulted in inadequate bus service;

**WHEREAS**, during the budget process, the Administration asserted that DDOT would be providing more and better service by hiring additional operators and implementing DDOT Reimagined;

**WHEREAS**, the Detroit City Council would like to support DDOT in providing increased service in order to meet the transit needs of its citizens and visitors;

**RESOLVED**, City Council expects DDOT to meet or exceed the following performance standards:

1. Beginning September 30, 2023, DDOT will provide 99% of scheduled service based on the revenue miles during the week of July 2, 2023, and continue to 99% of scheduled service throughout the year.
2. Beginning November 1, 2023, DDOT will expand revenue miles by 10% from the weekly revenue miles during the week of July 2, 2023.
3. Beginning February 1, 2024, DDOT will revenue miles by 25% from the weekly revenue miles during the week of July 2, 2023.
4. Beginning May 1, 2024, DDOT will expand revenue miles by 50% from the weekly revenue miles during the week of July 2, 2023.

**RESOLVED:** In order for Detroit City Council to be able to monitor DDOT service improvements, the Administration will submit the following in a report to Detroit City Council on the first of each month. The Administration will present the following and other information during the first Detroit City Council's Public, Health, and Safety Committee meeting of each quarter that the Detroit City Council is in regular session:

For each week beginning July 2, 2023:

1. Revenue miles
2. Number of operators available to be scheduled
3. Number of operators who are currently training
4. Number of operators who left DDOT's employment
5. Ridership
6. Pull-out rate percentage for mornings and afternoons
7. Number of missed trip
8. Timeliness as a percentage

